Fleet SCLSIS & Outfitting Meeting
NAVSEA Closing Remarks

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"Even if You are on the Right Track,
You'll Get Run Over
if You Sit There Long ugh."

. . . Will
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What We Heard From Fleet Representatives This Week . . .

- **Our Fleet Support and Configuration Management (CM) Processes Need to be Less (Vice More) Complex**

- **We (SYSCOMS) Need to Focus on Reducing Fleet Workload**

- **Fleet Support & CM Process Need to be Standardized (at Sailor/Ship Level)**

- **Provide Better (Automated) Means to Adjust Ship Allowances - - Vice Cancellation Messages & "Pen & Ink" Changes**

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o 1-800 Support Philosophies!

1-800-Support

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What We Heard From Fleet Representatives This Week . . .

- **CINCS/TYCOMs Need More Data on Cost of Allowance Decisions & $$ Available**

- *Focused Logistics:* **Continuous ILS-type Targeted System Support (Vice Complete New COSALs) Will Make Our Spares $ go Further & Will Often (Not Always) be Used as an Alternative to New COSALS**

- **Central Focus and Coordination Needed to Implement Contractor Logistic Support Without Breaking Anything**

- **Fix Warranty Management!!!!!!**
  - *Sailors Don't Have Data/Process Needed to Use Warranties*

What We Heard From Fleet Representatives This Week . . .

- **Continuing Concern About Impact of Budget-Driven Spares/A_o Reduction Decisions**
  - *NAVSEA 04L Comments*
    - ✦ We Need to Quantify Impacts - - - - Only Specifics Will Influence Decisions . . We Need Help With This One
    - ✦ Lowering of A_o Requirements Needs Changes to System-Level A_o Requirements Documents (ORDs)
    - ✦ Proposal to Override Technical Manuals With a Blanket Central Letter Not Approved by Technical Authority is Unsatisfactory. Changes to TMs Require Review by Organization With Delegated Technical Authority
    - ✦ Need Better Communication on This One

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What We Heard From Fleet Representatives This Week . . .

- ☐ **Waterfront Configuration "Gate Guard"**
  - ☐ *Need One!*
  - ☐ *Should be Job of those Paying for the Installs?!?*
  - ☐ *AIT Checklists, etc. Being Used (But Each Uses Slightly Different Activities)*
  - ☐ *Installs Outside of Availabilities Still a Problem (Reporting . . Delivering Support)*
  - ☐ *Potential to Use Existing/Funded Entities (i.e. MIW Uses MIW Fleet Engineering Activity, PMS 400 - - SEAHAT???)*
  - ☐ *Needs to be Discussion Item at NAVSEA Logistics Forum*

- **Concerns About Plans for Training Plans for R-Supply**

- **Fleet Concerned About Loss of ILO Functionality as We Move to R-Supply**
  - *Needs Resolution Prior to Implementation*

Our Commitment to You . . .

⭐ *The Fleet is Our Ultimate Customer and Our Focus - - - This Fact Will Drive Our Decisions, Investments & Processes*

▢ *We Will Always Respond to Your Concerns, Suggestions and Questions . . . . . We Can't Always Give You Everything You Want, but We Will Respond*

▢ *We Will Not Make Major Moves Without 2-Way Communication With Fleet in Advance . . . at SYSCOM & Warfare Center Level, We'll Manage Continuous Process Improvement Using NAVSEA Logistics Forum*

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Commitments & Systemic Problems/Issues . . .

✪ **We Will Take all Necessary Actions (Within Available Budgets) to Ensure that We Always Provide the Latest, Most Accurate Technical Data to the Fleet (Includes Parts, MAMS Data), for Example:**

- *If ISEA/Technical Authority Deletes a Part/MAM (No Longer to be Used in his/her System), It Should be Immediately Deleted from the Ships' Databases*

- *If ISEA/Technical Authority adds a Requirement for a New Part/MAM, the Data Should be Provided to the Ships (Whether Outfitting Account Can Afford to Buy the Part or Not)*

- *I am Aware that Such Changes are Not Budgeted for Near Term Implementation - - - - However, Future Changes/Generations of Software Should be Incorporate this Philosophy*

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Commitments & Systemic Problems/Issues . . .

⭐ NAVSEA-NAVSUP-SPAWAR Have Made Commitment to Team on "Readiness Center/Customer Support Service Center" Concept Implementation

- *We'll Talk to NAVAIR Next*
- *Action to Brief Progress at Next Meeting (Goodhart, NLSC & Mensch, SUP)*

R-Supply-Related Plans to Capitalize (in NWCF) Some Shipboard Inventories Need to be Clarified . . . . . . May be Incompatible With Current Interim Support Procedures . . . . Also May be Incompatible With Contractor Logistic Support

- *Suggest Action Item for NAVSEA 04L & NAVSUP 04 to Schedule this as a Discussion Item at the Next SEA-SUP Partnership Meeting*

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Commitments & Systemic Problems/Issues . . .

✪ **We Will Take a Close 2nd Look at Current OSI Practices** (Action for 04L4/NSLC)

- *Problem Raised by NUWC Keyport Yesterday Reveals Potential Systemic Flaw in Current Practices*
  - ✶ New System Installed on 2 Ships in Japan . . ISEA Bought OSI (Including Unique, Hard to Obtain Items) . . . . . ISEA Used "Push-Pull" Program . . . New OSI Allowances Not Released to Ships, so "Push-Pull" Holding the Already Purchased and Needed OSI "Hostage"
  - ✶ CO of Ship Making Phone Calls to Figure Out Why We Are Doing this to Him
  - ✶ We (NSLC) Will IMMEDIATELY Fix This Specific Case and We Will Walk Through the Entire Process to Ensure This Type of Thing Can't Happen Again
  - ✶ Inappropriate for Supply Community (Accidentally OR on Purpose) to Make Decisions to Withhold Tools Which Technical Authority Has Deemed Necessary, and Has Purchased
  - ✶ Suggest Long Term Fix/Policy be Discussed at SEA-SUP Partnership Meeting

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Commitments & Systemic Problems/Issues . . .

- **Discipline and Rigor in Our Processes Critical . . . . Can Sometimes Have Greater Impact then Applying More Funds**

- **NTCSS! Current Plans and Budget Constraints Will Result in Ported SNAP Still Being the Fleet-Standard System 10 Years from Now**
  - *1970s Processes/Functionality Probably Unacceptable to SPMs Planning the New Ships of the 21st Century*
  - *Lack of Central Navy Investment Could Easily Drive Individual PMs to Make Individual & Redundant Investments*
  - *Action SEA 04L & SEA 04I Take this Concern to Appropriate OPNAV Personnel (Via NAVSEA Logistics Forum)*

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Why Were We Here???????????

✪ **Communication!**
- ✪ *Discuss Issues & Future Plans*
- *Feedback from Customers & Those Involved in the Processes*
- *Reach Consensus on Priorities*

Improve Support to the Fleet & Reduce Costs of Doing So . . . Challenge Assumptions!

Contribute! . . . . . If You Are Not Satisfied With Business as Usual, Speak Up! Navy Spent Precious Funds to Get Us Here . . . . .If All We Produce this Week are a Set of Minutes and a Rerun of the Same Old Issues & Actions, We Have Wasted Time & Money!
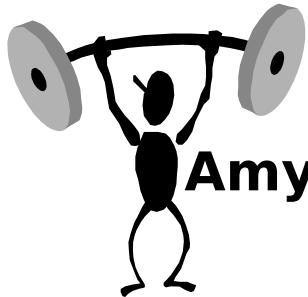
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✪ How Do YOU Think We Did?????

How to Improve Next Time?????

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Thanks to the Team
Who Planned This Event!

Amy Compton

Dave Compton

Audrey Woodward

Karen Gelfond

Sandy Carlson

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